



Center for Medicaid and State Operations  
Disabled and Elderly Health Programs Group (DEHPG)

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**TO:** State Medicaid Directors  
State Aging Directors  
State Developmental Disabilities Directors  
CMS Regional Office HCBS Waiver Contacts

**FROM:** Glenn Stanton  
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**SUBJ:** **HCBS Quality Tools**

As noted in my prior communication on Quality in Home and Community-based Services, I will be sending periodic communications about current CMS efforts, new technical assistance products, and future CMS activities related to improving HCBS quality.

In this second quality communication, I am pleased to send you copies of the enclosed technical assistance CD ROM entitled “**HCBS Quality Tools.**”

The CD ROM includes several quality management tools developed for the Medicaid home and community-based services (HCBS) waiver program. These tools are:

- HCBS Quality Framework
- HCBS Work Book
- Participant Experience Survey (PES) – Elderly/Disabled Version
- Participant Experience Survey (PES) – MR/DD Version
- Users’ Guides for both surveys

You may recall in August 2002 we sent you a memorandum transmitting the draft *HCBS Quality Framework*. We are re-sending you the *Framework* as part of the **HCBS Quality Tools** because it provides a common frame of reference and a common language for all stakeholders when addressing quality expectations for the HCBS waiver program.

CMS is committed to facilitating an on-going dialogue with all major stakeholders, using this common language and frame of reference, and to providing technical assistance and tools that support states in their first-line responsibility for HCBS quality. The remaining items on the CD ROM are such tools.

The second item on the CD ROM, the *HCBS Work Book*, is a technical assistance guide to assist state agencies with their HCBS quality improvement efforts. It provides step-by-step guidance

on how to conduct quality improvement projects within the HCBS waiver program, and illustrates the principles of quality improvement in an easy to use format. The *Work Book* was developed for CMS by the Edmund S. Muskie School of Public Service.

Also included on the CD ROM are tools specifically designed to help states collect and analyze information about waiver participants' satisfaction and outcomes. The *Participant Experience Survey (PES)* is an interview tool that captures data that can be used to calculate indicators for monitoring quality within the waiver programs. The *PES* was designed to be part of a state's broader quality management strategy and is provided for your voluntary use.

Two versions of the *PES* are included, one for the population of frail elderly and adults with physical disabilities, and another for the population of adults with mental retardation and developmental disabilities. A Users' Guide accompanies each *PES* version and provides guidance on its administration and calculation of quality indicators. Each survey version can be conducted in a face-to-face interview in thirty (30) minutes or less.

The surveys were developed by The MedStat Group, Inc., who worked with an expert panel of state staff, representatives of disability groups, experts in survey methodology, and CMS staff. The states of Arkansas, Mississippi and Ohio conducted field tests of the surveys, and New Hampshire, Massachusetts, Connecticut, South Carolina, and Kentucky assisted in the testing of early survey drafts. The development of the survey would not have been possible without the time and expertise of the respective state staffs, and we appreciate their contributions.

We recognize that other tested, standardized tools are currently used by states to measure and address HCBS quality. These tools include, but are not limited to, the National Core Indicators Survey, developed by the Human Services Research Institute (HSRI) in collaboration with the National Association of State Directors of Developmental Disabilities Services (NASDDDS), and the Home Care Satisfaction Measure (HCSM) developed by Dr. Scott Geron of the Boston University School of Social Work. It should be noted that CMS is not requiring the use of the *PES* or other specific instruments, but encourages states to use tested instruments to capture waiver participant input as part of their quality improvement efforts.

In the next several months, CMS will release an automated version of the *PES* – *Elderly/Disabled* version. This software will include the survey, Users' Guide, and will have the capacity to analyze the collected survey data and generate quality reports. The survey will be provided to the states at no cost.

All of the **HCBS Quality Tools** are available on the new quality page of the CMSO web site, [www.cms.hhs.gov/medicaid/waivers/quality.asp](http://www.cms.hhs.gov/medicaid/waivers/quality.asp), in accessible formats for persons with visual impairments.

Our objective in developing and disseminating these quality tools is to provide practical assistance to the states as they monitor and improve the quality of home and community-based services waivers. We hope these tools are valuable additions to your existing toolkits.